



STATE OF MISSOURI  
INFORMATION TECHNOLOGY ADVISORY BOARD  
MEETING MINUTES  
June 26, 2002

ATTENDEES:	Jill Hansen Brenda Berhorst Gerry Wethington Rex Peterson Tony Wening Steve Adams Bob Meinhardt Jan Grecian Barb Kiso Gail Wekenborg Jim Weber Tom Stokes	Carl Medley Kay Dinolfo Jeff Falter Gina Hodge Russell Helm Thomas Smith Sharon Thomas Brenda Essen Michael Ramatowski Bob Ordway Karen Boeger Tim Dwyer	Gary Eggen Brenda Wilde Rick Beckwith Chris Wilkerson Todd Craig Cliff Gronauer Gary Lyndaker Kim Potzmann Jearl Reagan Debbie Tedeschi Cathy Reinkemeyer Mary Willingham
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ACTION ITEMS

1. Approval of the May 22nd, 2001, Information Technology Advisory Board Meeting Minutes

Motion to approve was made by Jim Weber and seconded by Cliff Gronauer.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)

**Network Consortium** – The consortium held their second meeting. This program is moving ahead and will be an effective program as they continue to meet. The State Auditor's Office is very interested in networking and has a meeting scheduled with Gerry. This program is not about consolidating management resources, it is about coordinating management of network resources. The Auditor's Office is visiting various agencies and Gerry thinks the Auditor's Office is looking towards the consolidation of networks but he does not feel this would be a best practice, particularly with outsourcing of networking. The consortium will look at effective management and Gerry will report back with what the Auditor has to say.

**E-Government** – Will start the B to B procurement process in July. Gerry is contacting individuals who would like to serve on the development group that will put together the request for proposal. There will be some different individuals than those who worked on the infrastructure. Because of the implications of electronic procurement, the SAM II office, Division of Accounting, Design and Construction, etc., will be involved. Gerry expects to hold a series of workshops, probably 3. The first workshop would be a series of questions, this may need to be done twice and the third workshop would be a detailed review of request for proposal and it would be issued immediately after. Optimistically, we would like a contract in this calendar year but realistically we would like it before FY03 year end. This contract would have a "no" cost option but they would have to bid something that would provide low cost. Legal advisors will be included in the development of this contract, to make certain of the legal language dealing with constitutional issues or legislative issues, particularly related to funding.

**Infrastructure Component** – Gerry is working with June Doughty, the OA legal counsel as well as Chris Braun, the Governor's legal counsel and the Department of Revenue, to look at the alternative funding and find a way to make this go forward. For the moment, IBM is on hold with respect to the universal server farm. IBM cannot begin their process until we have our alternative funding in place. We hope to have a decision by the 1<sup>st</sup> of August. If we don't have a decision by August 1, there will be some contractual implications.

**Decision Item for FY04** – Gerry is working on a decision item for FY04 that will support E-Government. This will most likely be a mix of state funds and federal funds. ITAB members were asked to e-mail Gerry with any E-Government programs that they would like included so Gerry can get these incorporated into the decision item.

**Security Committee** – Gerry has discussed with R. D. Porter and Gail Morris about getting an executive security team together that would be an liaison between OIT's office and Homeland Security, as well as the Security Committee. A meeting has been scheduled with Tim Daniels to get this set up. Gerry will let ITAB know when the charter has been established. At the present time it looks like when the Missouri Security Panel Report is published, there will be a call for Missouri Cyber Coalition and this group will drive the agenda for the coalition and what the implications are for the state. They will also be the liaison point into the private sector as they go forward.

**Anti-virus Software** – At one time there was talk of trying to develop statewide standards for anti-virus software. This is again, a growing issue. The OIT's office and Tim Daniels office is receiving many requests from software companies. Cliff Gronauer volunteered to chair a committee to work on anti-virus software standards.

**Youth Cabinet** – A press conference was held on June 6 in Columbia, where the Governor announced his Youth Cabinet and Missouri's Youth Network. The Governor's office is taking applications for the cabinet positions. The first of August, there will be 20 young adults named to the Missouri's Youth Cabinet. They plan to pair individuals up with department directors, so that they mirror the cabinet. Gerry indicated that there will be a youth CIO that he will be working with on a regular basis. There are applications on the Governor's web page, and application deadline is July 6.

**Budget Instructions** – Mark Reading has asked Gerry to review the budget instructions relative to information technology projects. In the past, there has been talk of having risk assessments along with decision items, there has been talk of a 4% for project oversight, discussions of total cost of ownership and worksheets for projects. All of these will probably be listed in the budget instructions. With respect to the 4% for project oversight, there is still no agreement on whether that will go into the agency's budget as a set aside that is only authorized to be spent when you are coordinating project oversight through the OIT's office; or whether the 4% will be put in the OIT's office to give the OIT the flexibility to spend it. When the decision items are put together and you figure your total project cost, you should then put a line item in for project oversight and it should be 4% of the total of that budget. As this proceeds, the decision will be made as to whether the money will be in the OIT's budget or the agency's budget. There have been questions as to "what do I do if I am going to fund a project partly out of a new decision item and partly out of core." If this applies to your department, you still figure the total cost of the project and put 4% in for project oversight. There have also been questions as to whether or not part of the overall pool of funds that have been sit aside for project oversight to do project oversight for projects that are in the core budget item? Gerry feels the answer to this question is yes, there is a way to make this happen. If this is done, it is for the agency where we take some of the spending authority and use it for another agency's core; what this does is reduces their total amount of money tied to project oversight, because we have to use up the spending authority. If the money gets put into their budget, they in effect free up the money for them to put back in the project because the other agency is paying out of core to cover the appropriation request. There is some flexibility but it will need to be worked through. Gerry stated if anyone has this type of situation and they are interested they need to contact Gerry or Bob Meinhardt and they will help you work with this.

**NASIO Conference** – The NASIO Conference will be held October 27-30 and Gerry asked everyone to mark their calendars and encouraged attendance. The conference will be held at the Hyatt Regency Union Station, in St. Louis. The themes will be related to Homeland Security and E-Government with new imperatives under Homeland Security and how do we deal with them. There will be Commissioners of Administration, Chiefs of Staff, Budget Officers and Legislative Officers addressing CIOs. This group will talk about the role of technology and their administrations; the role of technology with respect to the legislative process; the role of technology as a core business function with respect to budgeting and how it gets appropriated. There will be sessions on architecture as it relates to integration and specific sessions on Homeland Security. At the conference will be Steven Cooper, the new CIO for the Office of Homeland Security under Director Ridge; Mark Forman, the Federal CIO responsible for E-Government, will do a presentation; and Carleton Fiorina, the chairman with HP will be a keynote speaker. There will be a round table discussion involving CIOs, Commissioners, Legislators, Chiefs of Staff, Budget Officers and the corporate sector. At this event, Gerry will be installed as president of NASIO.

**GIS Positions** – The five GIS positions have been approved and will be effective July 1.

**Assisted Technology** – Gerry indicated they are proceeding with Assisted Technology for those who are developmentally disabled. Gerry has a report and a recommendation of standards that contains a set of procedures

that deals with questions and a complaint process. The feeling is the questions and complaints do not belong in the standards portion and will be separated out. Gerry will have details by the July ITAB meeting and will send out prior to the July meeting for review.

**E-Government Contract** – Gerry is receiving a number of requests for utilization of line items or use of software. A meeting will be scheduled on this contract to go through the software, the hardware, the services, etc., that is available and Gerry suggested that at this meeting ITAB members should bring their architect and their application manager. It is a statewide contract that needs to be consistent as to how it is managed. A resource manager should be appointed so requests are procured off the contract and request are sent through the resource manager. A meeting should be scheduled before the July ITAB to sit and discuss.

**Cabinet Reports** – Cabinet Reports are out on the members only site. Gerry indicated there were two on the site and another will be out this week.

**OIT FY03 Budget** – Gerry will send out a spreadsheet next week. This is late getting out because of figuring retained earnings in this fiscal year and actually reduced the amount that got billed. This is now figured out so the spreadsheet will be sent out and at the July meeting there will be discussion of the billing schedule and billing breakdown.

**State Auditor's Request** – Some agencies are receiving a “critical systems survey” from the State Auditor's Office asking agencies to complete and return on their top five critical system. When a performance audit is started of this nature, the Auditor's office is obligated to let agencies know the scope and the intent of their activities. So far, there has been no notification or letter. Gerry is going to address this issue later today, however, he feels that the Auditor's Office will then turn around and ask for your Business Continuity plan and your Disaster Recovery plan and if you don't have it, you will be written up. Gerry suggested that ITAB members talk about this to their department directors. Gerry suggested that while it is appropriate that we cooperate with and work with the Auditor's Office, they also have some obligations to the agencies and should be required to tell us what the scope is and what they plan to do with this information. The Auditor's Office should send this information to you in writing. Gerry also asked members to let him know if they do receive an IT audit from the Auditor because he keeps Quentin Wilson informed of these audits.

## **2. Miscellaneous Items (Jill Hansen)**

### **Action Items from the May ITAB meeting:**

- Jill will personally e-mail those people who have not sent her letters indicating who their ITAB representative is.  
Jill indicated that she only has four letters that she is still waiting on.
- Gerry will send out an outline of the strategic plan effort and will hopefully have published by June ITAB.  
Gerry has the material, Bill Botts sent it back and was uncomfortable on the action plan. Tom Stokes is working on the action plan and hope to have a draft at the July ITAB meeting.
- Gerry will send out the commercial One Stop document.  
Gerry did send the document, if anyone did not receive, they should contact Gerry's office.
- Chris is working on the white paper for the data warehouse.  
Chris has not sent Mary the white paper but he is working on it.
- Everyone will send to Jill their department's email system.  
Many have responded to Jill on their department's email system but not everyone. Jill has talked to Quentin, expressing concerns about the Governor's Email list. Quentin understands but explained the intent was this list was to be used only as an exception not used for normal distribution. The normal items will continue to go to the Department heads as it has done in the past. Jill asked again for the email distribution lists from those who have not responded.
- Members will email or send letters for the person who is representing their agency for the Security Committee and the alternate.  
Rex Peterson has received half of the letters. Please send your letter if you have not done so.

**Internet Committee** – Jill chaired an Internet Committee which was formed as a result of the April ITAB meeting. Chris Wilkerson was unable to attend and may have some other ideas as to what he would like to see out of the committee. However, the committee did met and decided that what was requested, was not possible. The committee could not determine how statewide Internet or email standards could be rolled out, or how you could filter, etc. The committee did write up recommendations (that were distributed) for each Department to follow when

developing their own standards for their specific Department. More than likely, each Department will be a little different on each recommendation but policies should be written and in place to follow.

Jill discussed the recommendations, which were:

- Acceptable Use Policy
- Be Able to Justify Purpose
- Mechanism for Monitoring and Controlling Internet and E-mail
- Follow Code of Conduct

Jill will send these recommendations to ITAB members for review and/or comments. At the July ITAB meeting we could possibly vote them into a policy as is, or make changes.

Bob Meinhardt indicated the Security Committee had a similar discussion on policies and guidelines. They had written a “firewall” policy but they were not sure it was enforceable at the ITAB level. They decided to submit their newly developed policy as “guidelines” to be used by agencies, to hold themselves accountable. However, policies should be developed and in place for each department.

Gina Hodges questioned the “Be Able to Justify Purpose” recommendation, indicating that we are trying to get everything to the web, trying to make E-government, putting news letters on the web only, encouraging employees to access the web for more information. Gerry and Jill both reiterated that this was the “purpose” and should be listed as so to the legislators. Jill indicated that with the 200 employees in DIS she had to list to the legislators, why they have the Internet, on each employee. Gerry also suggested that agencies should have some formal process for an employee who wants access to the Internet. Agencies should have a form for employees to sign that states they have read the Acceptable Use Policy and that they agree with the Acceptable Use Policies, along with why the employee feels he/she needs access to the Internet.

### **3. Mentoring (Tim Dwyer/Jan Grecian)**

Mentoring group has been meeting for a few months. Jan Grecian distributed a one page handout to (two power point slides) show the mentoring program process. Tim went into a detailed explanation of mentoring as just pairing up a new person with an experienced person or taking it to an extreme with training requirements and reporting requirements. The mentoring group is working towards something between simple and extreme. The group would like to formalize the mentoring process keeping it controlled and consistent with a feel that it is ITAB connected. In detail, Tim described and explained the power point slide handout. Mentoring is available on the newly formatted OIT web site. Tim asked, from ITAB members, for confirmation of the work the mentoring group has done and whether the group is on the right track and if it was what ITAB was looking for. ITAB members indicated that yes, this is what they wanted and complimented the mentoring group on a job well done.

### **4. Privacy Committee (Scott Peters/Bob Meinhardt)**

Bob Meinhardt indicated that an online privacy guidelines/template, that everyone could use for their internet, will be sent out to members for review at the July ITAB meeting.

### **5. SAM II Data Warehouse User Group Update (Mary Wilingham/Debbie Tedeschi)**

There is no report for June, the group did not meet this month. The layouts are on the web page for the HR data warehouse changes for the 2.3.2 upgrade that will be coming in September. At one time there was a group that discussed coming up with a standard IT cost that could be used to track IT spending across the state. The legislature always wants to know what does the state spend on IT? This should be able to be answered by SAM II if it were coded consistently. Gerry asked if that group could get back together and become a sub-committee of the SAM II Data Warehouse Committee. Mary indicated that she would email the past members and get this group back together. .

### **6. HIPPA Committee Update (Gary Lyndaker/Rex Peterson/Bob Meinhardt)**

A meeting was held on June 25 with representatives from Mental Health, Social Services, OIT’s office, Corrections, State Courts and Health and Senior Services. Much discussion was centered around the fact that the state sees HIPPA as an IT activity, but that is only a small part. There are agencies that need to be more involved and helping lead the HIPPA effort, but there is little or no support from many department directors. The HIPPA committee is going to develop a list of issues that they will take to their directors in hopes that they will start pushing HIPPA at a Cabinet level. HIPPA is something that the State is going to have to address and not look at as just another IT function. There is also discussion on whether or not all the agencies that will be affected by HIPPA are looking at what they need to do. The committee is working on cost estimates on HIPPA. Gerry announced the next cabinet meeting is scheduled for July 11 and HIPPA is a topic on the agenda. We do not have a compliance officer for HIPPA.

## **7. Technology Services Update (Gail Wekenborg)**

A SDC Steering committee meeting will be held Thursday, June 27. Updated spreadsheets have been distributed on SDC rates.

## **8. Security Committee Update (Rex Peterson/Bob Meinhardt)**

The security committee is working on a series of guidelines that they will be issuing to the ITAB group, hopefully at the July meeting. There is a national certification for computer information systems security professionals. This is an expensive process, the training is expensive and the test is expensive. Rex asked everyone to think about bringing someone in to provide some statewide training at MOTEC for those wanting to work towards a computer information systems security professional certification.

Gerry indicated that Homeland Security is getting 19.8 million dollars and there is a recommendation for a cyber collation security. Gerry asked ITAB members to put together a budget of what it would cost to train individuals and get them certified for a computer information systems security professional's certificate. Gerry offered to take these figures to Tim McDaniels and see if this could be included in the Homeland Security budget. Rex will send out to members, information on what the CISSP course covers. Agencies need to send a number to Rex Peterson.

## **9. MOTEC Update (Gina Hodge/Jim Weber)**

Gina's position as Chairperson has expired. Jim Weber will be the new chairperson and Paul Wright will be assistant chair.

## **10. Personnel Committee Update (Chris Wilkerson/Jan Grecian)**

No Report

## **11. Statewide Purchasing Update (Karen Boeger)**

Karen announced that Gary Eggen is the new Purchasing IT representative for ITAB.

## **12. Internet/MOREnet Update (Tony Wening)**

No Report

## **13. Project Management Committee Update (Jim Roggero/Tom Stokes)**

A timeline report was distributed. Jim Weber reported on the process and discussed the timeline report.

## **14. Project Oversight (Gail Wekenborg/Debbie Tedeschi)**

The May meeting was cancelled, because the oversight document being written by NSR was not available. The committee will resume work when the document is received.

## **15. Risk Management (Scott Peters/Tom Stokes)**

This committee reviewed the current process in place for Risk Management. It is recommended that this process not be changed.

## **16. Total Cost of Ownership (Dennis Bax/Jan Grecian)**

Dennis Bax discussed how TCO/ROI connects with other subcommittees and the Form 5 budget request. The TCO subcommittee did a crosswalk between the Project Statement Form already in use and what is needed for TCO/ROI. Performance measurements, oversight, and risk assessments were discussed. There are tangibles and intangibles that will be difficult to quantify. If TCO/ROI is to be respected, there will need to be consistent and reasonable measures used. Multiphase projects are not currently addressed in the Project Statement Form. The Project Statement Form needs to show multiple years, as everything needs to flow to the Form 5. Consistency is a must.

Cost must be identified by SAM II object codes and put into a Project Statement Form format. The SAM II accounting structure must be used to identify costs.

The TCO/ROI will continue work to integrate the Project Statement Form and the TCO/ROI together so another process and additional forms will not be created. TCO/ROI process should lend credibility to what is on the Form 5. Everything should be included in one package to facilitate the Form 5 development.

## **17. Performance Measures (Cliff Gronauer/TomStokes)**

The Performance Measures team, with the help of DESE, has taken a form and developed a web enabled version. They plan on sending to ITAB members to help collect data. Cliff may demo this web site at the July ITAB meeting.

### **18. Distance Learning Update (LTC Tom Smith)**

Col. Smith will send an email to ITAB members with a web site address for use of distance learning and the cost avoidance model that was developed in association with the University of Missouri Outreach and Extension. The model allows a person to schedule a video teleconference intra state. Based on the numbers of participants and their geographical location and the duration of the meeting this model estimates the cost avoidance for the travel time, per diem, mileage, etc. It also generates a dollar value for the use of VTC (Video Tele-Conference) in lieu of bringing all employees to one location for a meeting. The Distance Learning Committee recommended that this model be forwarded to ITAB for recommendation to state agencies for adoption. Col. Smith will schedule a demo at the July ITAB meeting of the MU Outreach and Extension distance learning and cost avoidance model. If the model is demonstrated at the July ITAB meeting, members could possibly vote on the model at the August ITAB meeting. Missouri Guard has paid the cost of the development of this model but if approved will give the source code to ITAB members at no cost.

### **19. Architecture Review Committee Update (Jim Weber/Bob Meinhardt)**

Everyone should have received a message towards the end of May to review the architecture manual that was out on the web site. This manual was an updated version. Jim Weber motioned for approval of the document and moved for acceptance of the document (the three parts that are currently on the web site – Version 1). Gina Hodges seconded the approval. Vote passed.

Bob Meinhardt made some comments on the approval of Version 1.0 and indicated that Version 1.1 would probably be released in August. Bob indicated that the ATC (Architecture Technical Committee) would be re-constituted. In September or October they will begin to train for two or three domain committees. The Architecture Review Committee requested that they look at the strategic plan and the issues of security, privacy, business continuity (which falls under a systems management domain) and accessibility. In order to form the domain committee, they will have to establish the roster for the committees. The Architecture Committee will be contacting the IT Directors for recommendations for persons to be appointed to the committees.

The committee will also be working on a couple of condensed versions of architecture or high level used architecture that will be appropriate for different levels of persons in the organization. In the next couple of months, the committee will put together a executive summary for a high level view of architecture, as to why it is being done and what are the benefits.

The CA contract was finalized. The total list price usage decreased in FY02 by about \$29,000, which is only 2% of the contract. The state is currently paying about 67% of the list price maintenance of the products that we have based on this price as opposed to the cost that we are actually paying across the state. Over the past year, six agencies increased the utilization of CA products and seven agencies decreased the utilization. There are a total of 54 different products being used off the contract and a total of 802 licenses.

## **OPEN DISCUSSION**

### **REVIEW OF ACTION ITEMS**

- Cliff Gronauer will chair the anti virus software standards committee.
- Internet Recommendations will be sent out and discussed at the July ITAB meeting.
- Gerry will send out the strategic plan that was developed at the ITAB planning session and this will be discussed at the July ITAB meeting.
- Gerry will send out the Online privacy template and discuss at the July ITAB meeting.
- Gerry will resurrect the Data Warehouse Committee to look at IT cost and how we track it.
- Send Rex Peterson your letter as to who is on the security committee, if you have not already do so and also, the number of people you want to be trained for the CISSP certification.
- Cliff Gronauer will possibly do a demo on performance measures at July ITAB meeting.
- Col. Smith will send out information on the cost avoidance model so we can review and possibly have a demo at the July ITAB.
- Gerry will have details on Assisted Technology by July ITAB meeting and will send out prior to July meeting.
- OIT's office will send out the FY03 OIT's budget to be discussed at the July meeting.
- E-Government contract, discuss meeting set up

- Gerry will send out OIT budget

### **NEXT MEETING**

1. The next ITAB Meeting is an all day meeting, scheduled for **July 31, 2002 at the Governor Office Building Room 450, 200 Madison Street.**

JH/bdb

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Representatives of the news media may obtain copies of this notice by contacting:

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